

RECEIVED
CENTRAL FAX CENTER

NOV 30 2004

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Serial #: 09/417,777
Applicant: Christopher Sachse
Filed: 12/23/1999
Title: CONTROLLING DATA COLLECTION, MANIPULATION AND STORAGE ON A
NETWORK WITH SERVICE ASSURANCE CAPABILITIES

TC/AU: 2172
Examiner: Corrielus, Jean M.
Docket #: 060021-331301

CERTIFICATE OF TRANSMISSION

I hereby certify under 37 CFR § 1.8 that this correspondence is being transmitted by facsimile to "Mail Stop
Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" via the facsimile number 703-
872-9306 on November 30, 2004.



Ann Pommier

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT AND RESPONSE

In response to the Office action mailed 30 August 2003, please consider the following
remarks.

OPPENHEIMER

OPPENHEIMER WOLFF & DONNELLY LLP

Plaza VII, Suite 3300
45 South Seventh Street
Minneapolis, MN 55402-1609

oppenheimer.com

612.607.7000
Fax 612.607.7100

RECEIVED
CENTRAL FAX CENTER

NOV 30 2004

FAX COVER LETTER

November 30, 2004

TO: Mail Stop Amendment
COMPANY: U.S. Patent and Trademark Office
PHONE:
FAX: 703-872-9306

FROM: Steven C. Lieske
DIRECT DIAL: 612.607.7508
EMAIL: Slieske@oppenheimer.com
RE: Serial No. 09/417,777
Attorney Docket No. 60021-331301

COMMENTS: I certify that this correspondence is being transmitted by facsimile to Mail Stop Amendment at the U.S. Patent and Trademark Office via facsimile number 703-872-9306 on November 30, 2004.



Ann Pommier

This facsimile contains confidential information intended only for the use of the addressee(s) named above and may contain information that is legally privileged. If you are not the addressee, or the person responsible for delivering it to the addressee, you are hereby notified that reading, disseminating, distributing or copying this facsimile is strictly prohibited. If you have received this facsimile by mistake, please immediately notify us by telephone and return the original message to us at the address above via the Postal Service (we will reimburse postage). Thank you.

Originals: Not being sent

Completed by: Ann Pommier/7257

You should receive 16 page(s) including this page.

If the transmission is incomplete, please call 612.607.7276 as soon as possible.